Core

Employee Setup

Trainer Guide

4.8.1
U.S.

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Employee Personal Setup (1h, 10m)

Module Overview

Participants will:

- Tour the foundational Apple systems and tools that require AppleConnect
- Set up individual internal tools
- Find information about employee benefits and tools for ongoing training
- Find the *Core training* participant guides

Materials

- A Mac connected to the Apple internal network for each participant. Participants may work in pairs.
- An iPad with RetailMe and the participant guide for each participant.

Preparation

- A Manager should lead this module to set the tone with the Leadership team, respond to questions, and begin building relationships with new employees.
- Apple Start is another resource to help educate new employees about Apple, and employee benefits and programs. Everyone can get to Apple Start through a button on the myPage homepage, searching on HRWeb, or going directly to hrweb.apple.com/apple-start. You'll use it as another resource throughout the module.
- Ask your Store Leader—or Manager—to distribute the new employee account information from IS&T to each participant by email:
  - AppleConnect account name
  - Temporary password
- Identify participants who need SAP access so that you can set up their accounts separately.
- Refer to RetailMe. Search: SAP request form, requesting system access
- Defer all other role-specific access.

Key Point

- We'll set up your Apple accounts so that you can start learning about your new role immediately.

AppleConnect Tour (10m)

Learning Objectives

- Explain the purpose of AppleConnect
- Identify the systems that use AppleConnect

Time	Section	Trainer	Participant Groups
10m	AppleConnect Systems Tour	Leader	Individuals or Pairs

Materials

- An Isaac device for the facilitator.
- A Mac connected to the Apple internal network for each participant or pair

Facilitator Strategy

- Focus on how each of these systems contribute to an exceptional experience for customers and employees.
- Explain that this module is a simple introduction, and participants will later learn about each system with more detail.

Instructions

1. Use the key points to describe AppleConnect and explain its purpose.
2. Provide an overview of AppleConnect policy. You can refer to AppleConnect Help on any Mac connected to the Apple internal network.
3. Name the store systems that AppleConnect uses.
4. Define the purpose of each system.
5. Describe briefly how AppleConnect enhances the employee experience.

Key Points

- AppleConnect is your key to almost every internal application, website, and service.
- Never share your AppleConnect password with anyone.
    - The systems that require AppleConnect contain confidential information.
    - AppleConnect tracks your sales and transaction accounting.
- You use AppleConnect to access these internal systems and sites:
    - AppleWeb: The place for inside stories about Apple people, products, and events.
    - Apple Start: A resource specifically for new employees to help you learn about Apple, your benefits, and more.
    - HRWeb: Information about your benefits, employee programs, and HR policies.
    - EasyPay: The payment systems we use in Apple Stores
    - Concierge: Apple Retail's reservation system
    - Runner: System for requesting products from Backstage
    - Apple Directory: Internal contact information
    - myPage: Payroll, time and attendance, and tax information
    - TIME app: The tools for logging the hours you worked.
    - RetailMe: A training and communication tool for Apple store team members
- Depending on your role, you might also use other systems. You'll be set up on these systems when needed. Some examples are:
    - MobileGenius: A tool to manage customer repairs
    - Planogram: Visual merchandising system
    - Apple CRM: Business customer database
    - SAP: Inventory management tool

AppleConnect Password Change (10m)

Learning Objectives

- Access the AppleConnect system
- Change the AppleConnect password
- Clock in with the TIME app

Time	Section	Trainer	Participant Groups
10m	AppleConnect Password Change	Leader	Individuals or Pairs

Materials

A Mac connected to the Apple internal network for each participant or pair

Instructions

- Follow the steps to guide participants in changing their AppleConnect password.
- To access their AppleConnect account, participants must change their temporary password.

Participant Instructions

1. From the Dock or the Applications folder, open the Apple Directory application.
2. Choose Apple Directory > Sign In.
3. Enter your AppleConnect account name and temporary password.
4. Change your password when you see the prompt.
5. Test your AppleConnect access by using the TIME app to clock in.

Transition

The TIME app is how we calculate the hours you work. Now we'll discuss Apple's Time and Attendance policy.

Time and Attendance (15min.)

Learning Objective

Participants can explain their country's time and attendance policy.

Time	Section	Trainer	Participant Groups
10m	Discover your country's policy	Leader	Pairs
5m	Review	Leader	Entire group

Materials

A Mac connected to the Apple internal network for each participant

Facilitation Strategy

Before you begin, confirm that you understand how store employees in your country submit time requests for leave, sick time, and requested time off (RTO) so you can explain the process to your participants.

After participants read the attendance policy in RetailMe, ask if they have questions.

Instructions

1. Provide phone numbers for employees to call if they'll be late or absent.
2. Ask participants to use the provided resources to find answers to their questions.
3. After participants finish reading, review the answers as a group.
4. Invite participants to ask questions.

Resources

- Working in pairs, explore the attendance policy on the HRWeb site.
- Find the answers to these questions:
  - When should you contact your manager if you're going to be late?
  - How do you request time off?
  - Where can you find your schedule?
  - Where can you review your current attendance record?
  - How long before your shift must you inform management that you'll be late or absent?
  - Who in your store do you contact—and how?
  - When is lateness or absenteeism considered excessive?

Personalize Your Systems (15m)

Learning Objectives

Participants will be able to access and use:

- Apple Webmail
- Apple Directory
- myPage

Time	Section	Trainer	Participant Groups
5m	Apple Webmail	Leader	Individuals or Pairs
5m	Apple Directory	Leader	Individuals or Pairs
5m	myPage	Leader	Individuals or Pairs

Required Materials

A Mac connected to the Apple internal network for each participant

Facilitator Strategy

- If participants don't have enough computers to work individually, they may work in pairs.
- While participants are working, assist new Backstage team members with their SAP request forms.

Instructions

- When participants finish, review their research as an entire group.
- Invite participants to ask questions.

Apple Webmail

- Apple email accounts are for internal communication. This could include company news, business updates, HR or benefits information, and more.
- Don't give your Apple email address or a personal email address to customers.
- If customers need to send you email, use the store's email address: [storename]@apple.com. You'll ensure that your managers can review and resolve problems quickly.
- Follow these steps to change your Webmail password:
    1. Go to appleconnect.apple.com.
    2. Enter your AppleConnect account name and password.
    3. Select LDAP. (Mail, Chat)
    4. Note your highlighted Apple Webmail address.
    5. Enter a new password for Apple Webmail.
    6. Test your account. Go to webmail.apple.com.

Apple Directory

- Apple Directory is our internal address book.
- Explore the features of Apple Directory:
    - Sign in to Apple Directory with your AppleConnect information.
    - Update your mailstop to: 1xxx-RT. Replace xxx with your three digit store number.
    - Update your mobile number to receive emergency notifications from Apple
    - Learn how to change your AppleConnect security questions.
    - Search the name of a peer next to you to learn his or her Apple email address.
    - Search to find the name of your Market Leader and Market Director, if those roles apply to your country.

myPage

- You can see scheduling, time and attendance, and tax information on myPage.
- Employees can also access Apple Start through the myPage homepage.
- Explore the features of myPage with these steps:
    1. Log in to mypage.apple.com with your AppleConnect information.
    2. Choose "myMoney." You may add your bank information to receive direct deposit payments.
    3. Find where to:
        - Review your schedule
        - Request time off
        - Review timecards
        - Modify your Employee Stock Purchase Plan (ESPP) deduction

Your Benefits (5m)

Learning Objective

Find information about benefits specific to their country.

Time	Section	Trainer	Participant Groups
5m	Discover Your Benefits	Leader	Individual

Materials

- A Mac connected to the Apple internal network for each participant or pair
- An iPad with access to HRWeb for each participant.

Facilitation Strategy

- If participants don't have enough computers to work individually, they may work in pairs.
- Before the training, review your country's benefits in HRWeb to check for updates.
    - You can use Apple Start,as a guide for this activity.
    - Apple Start contains a helpful overview of employee benefits, and links to more detailed information on HRWeb.

Discover Your Benefits

- Visit HRWeb for your country at hrweb.apple.com, and go to Apple Start to learn about your benefits.
- Find where to learn more about your Health and Wellness benefits.
- Find the percentage of wages that you can contribute to your Employee Stock Purchase Plan (ESPP) and learn how to change that percentage.
- Identify one other benefit that you receive as an Apple employee in your country.
- Identify one promotional benefit you receive as an Apple employee. Go to source.apple.com, then select your country from the pop-up menu at the bottom of the page.

RetailMe, Training, and Communication: (10m)

Learning Objectives

- Locate key elements of RetailMe
- Use their *Core training* participant guides
- Find key messages on RetailMe

Time	Section	Trainer	Participant Groups
5m	Participant guides	Leader	Entire group
5m	RetailMe	Leader	Entire group

Materials
An iPad with RetailMe and the participant guide for each participant.

Key Points

- Each of you will have an iPad to use during this training experience in the store.
- On this iPad there is an app called RetailMe.
- We use RetailMe for several purposes that you'll learn about later.
- Today, we'll focus on the area of RetailMe that contains your participant guides.

Instructions

1. Give each participant a RetailMe iPad.
2. Direct the group to log in to RetailMe with AppleConnect.
3. Give them a brief tour of RetailMe:
    - The Download
    - Messages
    - Training
    - Notes
    - Materials
4. Direct the group to find the Core folder within Materials. Use the key points to explain the Core training materials.

Key Points

- The *Core training* participant materials are listed alphabetically by topic name.
- The sequence of training is in the *Core Module List* document in the *Core Operation* folder. This list has organized days recommended for full-time employees. Part-time employees with limited availability might need more days to complete all Core training modules.
- Within each Core training participant guide are training activities.
- Some activities don't have a participant guide—but some have other support materials.
- We'll inform you when to use your participant guide and support materials.
- All the steps and instructions we discussed to set up your accounts are in this participant guide.
- RetailMe is an AppleConnect system that logs you out automatically to protect your personal settings, notes, and profile information, and to keep Apple's information confidential.

Review (5m)

Time	Section	Trainer	Participant Groups
5m	Q&A	Trainer and Leader	Entire group

Discussion Points

- What aspects about our systems surprised you?
- What are you most excited about?
- What questions do you have?
- Remind participants of their resources, including people on their team who can answer their questions:
    - hrweb.apple.com
    - Leader
    - accountmanager.apple.com
    - mypage.apple.com

        Locate "Apple Start" on the homepage.
    - AppleWeb
    - RetailMe

        Search "requesting system access"